



OFFICE OF THE MAYOR
CITY OF CHICAGO

FOR IMMEDIATE RELEASE

May 3, 2012

CONTACT:

Mayor's Press Office

312.744.3334

press@cityofchicago.org

MAYOR EMANUEL ANNOUNCES ENHANCED 311 SYSTEM

CHICAGO - Mayor Emanuel announced today that the City is updating and enhancing the City's 311 system to provide more information to Chicagoans who call with service requests and ensure greater accountability for the City departments responsible for responding to the service requests.

"Taxpayers who call 311 for a City service should be able to quickly and easily find out when that service has been completed," said Mayor Emanuel. "This new system will reassure the public that their requests are not falling into a black hole and make it easier for taxpayers to hold City departments accountable."

Through the new system, Chicagoans who submit service requests to 311 will be given a tracking number, much like a package being shipped by Fed Ex, which will enable them to easily track the status of their service requests.

City officials will be able to monitor requests more efficiently and respond more quickly. In addition, callers who provide contact information will be notified by the City when the request has been completed.

This system is scheduled to be operational by this fall.

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